

**CITY OF NORMAN
SUPPLEMENTAL QUESTIONNAIRE
COMMUNICATIONS OFFICER I**

Name: _____ Date: _____

This questionnaire is a supplement to your application and will be used for further evaluation of your education, training, and experience as it relates to the COMMUNICATIONS OFFICER I position for which you applied. **FILL OUT THE QUESTIONNAIRE COMPLETELY EVEN IF THIS INFORMATION IS ON YOUR APPLICATION/RESUME!**

1. Have you been employed in any capacity involving the use of computer equipment, or do you have other non-work related experience with such equipment? ____Yes ____No If yes, indicate type of computer, years of experience and approximate level of proficiency.

2. Have you been employed in any capacity involving the extensive use of telephones? ____Yes ____No
If yes, describe your experience.

3. Have you been employed in any capacity that required you to handle multiple tasks simultaneously? (An example would be working with computer equipment and answering multiple telephone calls and dealing with them appropriately.) ____Yes ____No If yes, please describe.

4. The position of Communications Officer I involves the following activities, many of which must be performed simultaneously: Answering incoming non-emergency telephone calls and performing computer queries and data entry; may answer calls on the 9-1-1 system dealing with frightened, sick, angry, or otherwise emotional citizens on the telephone. Please indicate any skills, experience, or personal characteristics you have that you feel would benefit you in fulfilling these responsibilities.

6. Our operation is twenty-four (24) hours, seven (7) days a week which includes working weekends, holidays, and different shifts. During training you will rotate shifts with occasional short notices. Please briefly explain any experience or problems you might have with these circumstances.

EQUAL OPPORTUNITY EMPLOYER